ELECTRONIC MEDICAL RECORDS (EMR) IN PRACTICE

Tagbo Ekwonu, MD
Eastowne Family Physicians, PA
4444 The Plaza, Charlotte, NC 28215
Environment

- Family Physician in solo practice since 2008
- Employees: 1 receptionist, 2 medical Assistants and Practice manager (spouse)
- Practice in Charlotte, North Carolina
- Hardware: Server, several Workstations, 2 Tablet PC’s and 1 Ipad. Also Fujitsu scanner.
- 2 networked laser Printers
- Workstations running Windows 7
Alphabet Soup

- EMR/EHR
- MU
- PQRS/PQRI
- ACO’s
- ICD 10
- HIE
- eRx
Advantages of EMR

- Legible notes
- Space saving
- Accessibility of Charts
- Eligibility for MU, eRx, PQRI etc.
- Lab and X-ray Interface
- Electronic prescriptions
- Drug to Drug interaction check
- Improved workflow
- Improved charge capturing and coding
Scheduling

- Batch and real time eligibility checking
- Customizable visit types and reasons
- Confirmations integrated with Televox and Portal
- No show and cancellation tracking
- Day, week, month views
- Daily work list tracks appointment-related tasks
New patient demographics and reason for visit entered by receptionist or any staff member including self.

Patient completes paperwork, scans ID card and signs HIPPA forms on arrival.

New patient can also complete past medical history through the patient portal prior to arrival.

Insurance and eligibility verified and co-pay collected before patient is checked in.
Tracking Board

- Whiteboard to monitor patients through the clinic
- Rapid access to all your key daily tasks from one screen
- Know where your patients are, where you need to be, and what orders need to be completed
- Easily review charts, key reminders and patient photo before you enter the room
- Simplifies message and task management
Medical Assistant takes patient to the Triage room and gets vitals and short visit history. They enter past medical history, allergies and all current medications. Above information reviewed and edited by Physician. Interoffice messages to staff sent through taskman.
Charting

- Template customization on the fly
- Single screen encounter charting using intuitive SOAP format and always visible health summary
- Extensive clinical decision support system
- e-Prescribing, formularies, medication history, allergy & adverse reaction alerts, etc.
- Customizable patient flow sheets and graphing including ability to pull flow sheet values into a chart note.
- Complete paperless capability and integrated faxing
Office Work Flow 3

- Charting by Templates, Typing or Dictation.
- Pre-clicks, shortcuts and past visit.
- Flow sheet adds previous labs to new Chart.
- Patient education.
- Coding for PQRI, MU and eRx.
- Photographs.
- Art.
SUBJECTIVE:

Medical problems to be addressed today include hypertension.

OBJECTIVE:

Past Medical History:
- Hyperlipidemia
- Hypertension
- Type 2 Diabetes: controlled

Social History:
- Occupation: Architect
- Marital Status: Married

Tobacco/Alcohol/Supplements:
- Tobacco: Current Smoker. He currently smokes every day, 1/2 pack per day.
- Alcohol: Drinks alcohol on a social basis only (1 drink per week on average)

Communicable Diseases (e.g. STDs): Reportable health conditions, NEGATIVE

Current Problems:
- Coronary Artery Disease
- Hypertension

Allergies:
CONSTITUTIONAL: Negative for fatigue, fever, night sweats and unintentional weight loss.
CARDIOVASCULAR: Negative for chest pain.
RESPIRATORY: Negative for chronic cough and dyspnea.
GASTROINTESTINAL: Negative for abdominal pain, anorexia, constipation, diarrhea, nausea and vomiting.
INTEGUMENTARY: Negative for rash.
NEUROLOGICAL: Negative for dizziness and headaches.
ENDOCRINE: Negative for polydipsia and polyphagia.
PSYCHIATRIC: Negative for depression.

PMH/FMH/SH:
Past Medical History:
Hyperlipidemia
Hypertension
Type 2 Diabetes: controlled.

Surgical History:
Cholecystectomy

Family History:
Positive for Coronary Artery Disease (father) and Hypertension (father, mother, brother).

Social History:
Occupation: Architect
Marital Status: Married
Children: 1 child
Mr. Doe denies any current form of exercise.

Tobacco/Alcohol/Supplements:
Tobacco: Current Smoker: He currently smokes every day, 1/2 pack per day.
Alcohol:
Drinks alcohol on a social basis only (1 drink per week on average).

Substance Abuse History:
Marijuana: Current use.

Mental Health History:
Generalized Anxiety Disorder

Communicable Diseases (eg STDs):
Reportable health conditions; NEGATIVE

Current Medications:
Lipitor 20mg Tablet Take 1 tablet(s) by mouth daily
Lisinopril 2.5mg Tablet Take 1 tablet(s) by mouth daily
<table>
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<th>Diabetes</th>
<th>06/30/2012</th>
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<td>Weight (lb)</td>
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<tr>
<td>Systolic BP</td>
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<tr>
<td>Diastolic BP</td>
<td>89</td>
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<tr>
<td>Dilated Eye Exam [Yes/No]</td>
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<tr>
<td>Dilated Eye Exam by date</td>
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<tr>
<td>Foot Exam (Annual)</td>
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<tr>
<td>Foot Exam (each visit)</td>
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<tr>
<td>Dental Exam</td>
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<tr>
<td>HgbA1c</td>
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<tr>
<td>LDL</td>
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<td>HDL</td>
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<td>Triglycerides</td>
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<td>Microalbuminuria</td>
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<td>Influenza Vaccination</td>
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<td>TD vaccination</td>
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<tr>
<td>Pneumococcal vaccination</td>
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<td>Aspirin/Antiplatelet Prophylaxis</td>
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<td>Diabetes Education</td>
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<tr>
<td>Nutrition Counseling</td>
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<td>Review of Management Plan</td>
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<tr>
<td>Rx</td>
<td>AI</td>
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- **Substance Abuse History:**
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- **Mental Health History:**
  - Generalized Anxiety Disorder

- **Communicable Diseases (eg STDs):**
  - Reportable health conditions: NEGATIVE

- **Current Medications:**
  - Lipitor 20mg Tablet Take 1 tablet(s) by mouth daily
  - Lisinopril 2.5mg Tablet Take 1 tablet(s) by mouth daily
<table>
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<tr>
<th>Freq</th>
<th>Status</th>
<th>Date of Last Request</th>
<th>Patient Name</th>
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<td>6/29/2012</td>
<td>G. N.</td>
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<td>Tagbo Ekwonu</td>
<td>6/13/2012</td>
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Docman

- Integrated faxing and routing management
- Refilling with auditing makes it easy to reclassify documents
- Accessible from structured data flow sheets
- Document sign off and tracking
- Easy attachment and messaging of documents and charts
- Supports any file type
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Order Tracking

- Tracking lab results
- Tracking referrals
- Tracking X-rays and other imaging studies
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<th>Date Ordered</th>
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</table>
Patient Portal

- Unidirectional or bidirectional messaging depending upon clinic preferences with messages automatically saved in the patient chart
- Real time health summary display for patients with options for patients to create their own copies in electronic or print formats
- Appointment requests, open access appointment scheduling and appointment reminder messages
- Medication refill requests which use the same workflow for other requests
Automatic publishing of visit summaries helps with meaningful use compliance

Referral requests

Patient Intake Questionnaires using free integration with Instant Medical History®

e-Blasts to patients directly from registry makes it easy to send reminders, birthday notices and other revenue generating and patient goodwill mass communications at virtually no cost
Built in coding tools and rules engine
Electronic claims & remittances
Comprehensive fee schedule management tools
Customizable letters and forms
Outsourced and in-house patient billing
Charge and payment reversals and tracking
“So you faxed a patient’s records to a wrong number and you don’t know who got it? Don’t worry. It’s not a HIPAA violation unless the patient finds out.”
“We just got an update to the user manual for our Electronic Medical Record system. Where do you want it?”
"Yes, you did make it to heaven, but a higher authority still requires that you demonstrate 'Meaningful Use' to qualify for your reward."
Blue Cross Blue Shield of North Carolina

Check Number - 0013018311  Check Date - 02/10/2011  Total Amount This Check - 0.01

Claims Payment

Pay NO DOLLARS AND ONE CENT

Pay to the order of EASTOWNE FAMILY PHYSICIANS
TAGBO J EKWONU MD
P O BOX 1280
MATTHEWS NC 28106-1280

Chief Financial Officer, Blue Cross and Blue Shield of North Carolina

*An Independent Licensee of the Blue Cross and Blue Shield Association
PRINT CONTROL: 8253534

THE FACE OF THIS DOCUMENT HAS A COLORED BACKGROUND ON WHITE PAPER

DHHS-MEDICAL ASSISTANCE
EDS FISCAL AGENT
P.O. BOX 300011
RALEIGH, NC 27622-3011

EDS
an HP company

PAY TO THE ORDER OF:

EKWONU
TAGBO
JMD
EASTOWNE FAMILY PHYSICIANS
PO BOX 1280
MATTHEWS
NC 28106-1280

Provider Number: 891235R
Check Date: 08/16/2011
Check Number: 48

$21,250.00

VOID AFTER 90 DAYS
NC STATE TREASURER

Signature:

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053110594
4000215
Summary

EMR’s are essential but not enough to ensure effective use of information and improved health outcomes for patients.

An environment must be created and substantial efforts made to utilize the benefits of EMR’s.

This allows the clinician to learn how to constantly realize the benefits of vastly improved availability of health information, practice evidence based medicine, save costs and improve patient health overall.